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## SERVICE HOTLINE

**REFERENCE NUMBER: 072/2021**

23 March 2021

## COMMODITY MARKET ACTIVE ORDER UPDATE DELAYS

The Commodity Market experienced latency issues from 11h15am until 12h02pm on Monday, 23 March 2021 which affected some of the commodity market participants.

Trades on the depth screen were updating and displayed accordingly but active orders failed to update timeously.

The cause of the latency issue was due to an increase in the number of order messages on the database during this period.

Whilst the JSE acknowledges the inconvenience caused in this regard, the above will be resolved post EOD activities today, 23 March 2021.

### Markets / Services:

Commodity Derivatives Market

### Environment(s):

Production

### Additional Information:

If you have any queries about this announcement, please contact the Client Service Centre (CSC) on +27 11 520 7777 or e-mail [Customersupport@jse.co.za](mailto:Customersupport@jse.co.za)

### Issued By:

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